

# Celebrating AGED CARE AWARDS



## CELEBRATING AGED CARE LEADERSHIP AWARD FINALISTS:

### Arun Thomas, Edenhope & District Memorial Hospital

Arun is an experienced Registered Nurse and Board Director who has a strong focus and passion for leadership, professional development, aged care and palliative care. Arun has identified a gap in advance care planning documentation compliance and lack of resources in palliative care pathway. He instigated and facilitated courageous conversations and authentic discussions with residents and their families regarding end of life goals, wishes and bereavement needs. This enhanced the compliance of Advance Care Planning documentation for residents at Lakes Hostel to incorporate the recent new legislative changes to The Medical Treatment Planning and Decisions Act 2016. Arun was proactive in securing an online resource manual from Palliative Care Australia for staff members to inform and educate.

Recently, Arun recognised a resident at a critical time and improved the transition to palliative care, which ensured resident's end of life wishes were respected and communicated with family and doctor in a prompt manner. As a part of continuous improvement, Arun has implemented an 'Annual Remembrance Service' at Lake Hostel liaising with the Diversional Therapist where all relatives are invited to attend, providing further support for grieving families and to meet the national standards for palliative care.

### Melissa Hunter, Kerang District Health

Glenarm is a 30-bed residential aged care facility with an inspiring nursing unit manager, Melissa Hunter. Whilst overseeing the build of a new facility, Melissa promoted a safe and caring homelike environment for residents.

Since changing from four bed wards to private rooms with an ensuite, an increase in the falls rate was identified. Melissa worked with staff to identify 'what, where, when and how' falls have increased and ways to work towards a decrease.

Data was collected and resulted in the introduction of hourly rounding of residents to assist with positional changes, pain management and toileting needs, contributing to the self-ambulation of residents needing assistance.

A traffic light system for all mobility aides was also introduced for staff to be able to identify if a resident needed assistance to mobilise. These initiatives have resulted in a reduction of falls.

### Wendy Walters, Rural Northwest Health

Wendy's vision is simple; give people a purpose and a reason to get out of bed in the morning and amazing things can happen.

Since 2011, Wendy has led the development of the internationally recognised, multi-award winning 'Wattle Memory Support Unit' and the ABLE model of care, resulting in significant cultural change and enhanced outcomes for people living in all areas of our residential aged care home.

Staff are engaged, constantly challenged to make things better and encouraged to implement new ideas. There is a high level of family satisfaction and the positive outcomes from this work are contributing to the evidence base through international dissemination via publications and conference presentations.

# AGED CARE VOLUNTEER AWARD FINALISTS

## Lynette Williams, Numurkah District Health Service

Lynette Williams has been a tireless volunteer with Karinya Nursing Home at Numurkah District Health Service, since 2011.

Lyn is an advocate as well as the integral link and facilitator between residents, staff, volunteers and family members. Over the last 12 months Lyn has advocated for volunteer programs such as being a mentor for new volunteers ensuring the quality and safety of the resident 'Mealtime Mates' program.

Lyn has a special touch with residents particularly those with dementia; she understands them and is the familiar face that residents notice.

## John Gooding, West Gippsland Healthcare Group

John's partner Margaret was a resident at Andrews House and he would visit her most days as well as lend a helping hand when needed. When Margaret passed away, John continued to visit the residents that he had developed friendships with.

John's volunteering contribution has built up over the years, and now his role includes being doorman at weekly concerts, setting up many activities including card-games, assisting with carpet bowls and helping with monthly church services.

John also generously volunteers his time for fundraising activities for Andrews House.

## Paul Tieney, Maldon Hospital

Paul has volunteered at Maldon Hospital since 2013.

Paul was matched with a male resident forming a relationship that spanned five years. Paul was the main support person other than family and when the resident was dying, Paul provided comfort and emotional support while family travelled to the facility. He made a difference at a significant time of the resident's life.

Paul also drives the bus twice a month on outings, hosts "Portello Hour" on Monday afternoons making a sweet moment prior to dinner where residents enjoy a drink and nibbles together, and brings his beautiful dog Mia into visit residents each week.

# PASSION FOR AGED CARE AWARD FINALISTS

## Efraim Fajardo, Wimmera Healthcare Group

During Efraim Fajardo's time with the Wimmera Nursing Home Aged Care nursing team, he has demonstrated a flexible approach in his nursing role supporting residents and their families.

Efraim recently self-initiated his application for a scholarship with Wimmera Hospice Care and attended the 2018 Palliative Care Nursing Conference in Brisbane. His aim was to bring an improved quality of care to the end-of-life care experience for residents and assist residents and families at this difficult time.

Efraim mentors and coaches graduate nurses and clinical placement nursing students so they understand best practice in aged care to further develop their skills.

## Faye Hancock, Gippsland Southern Health Service

Faye has been with Gippsland Southern Health Service since 2006, working as an Enrolled Nurse at Koorooman House.

Faye has taken a leading role on working parties such as the 'Skin Matters' project that resulted in a 66% reduction in resident skin tears, and the implementation of the EBCAT toolkit, resulting in staff using the Better Care Better ACFI toolkit for the assessment and documentation for residents as well as introducing the use of concept mapping to enhance behavioural management of residents living with dementia within the facility.

Faye's special interest in wound management sees her following up on current best practice treatment options and liaising with other clinicians, such as wound specialists, passing information to her colleagues, using mobile phone images sent to the specialists reducing the need for the specialist to travel to our rural location to review wounds.

## Clare Jackson, Kyabram District Health

Clare Jackson is a Lifestyle Assistant at Kyabram District Health Service.

During a word game with residents, a resident picked up on the word 'dive' and he said – 'I used to dive, I actually dived in front of the Queen in 1956.' This sparked great interest and gave a sense of pride to the resident. Clare began searching for some information on the resident and his diving and discovered a photo of the resident diving in the Royal Hobart Regatta practicing for the 1956 Melbourne Olympics.

Clare provides genealogy classes to community clients and found a photo of a client's great-great grandparents' home which is registered with the national trust. This gave the client an enjoyable family memory.